

# AC SERVICE CENTER AGRA



WE ARE MOBILE SERVICE  
WE COME TO YOU

## HVAC SERVICES EXPERTS



### Commercial And Residential Services

- Performance Analysis
- Maintenance, Sales and repair
- System plan and diagnosis
- Service Cooling & Heating System
- Emergency Repair
- Cooling System Installations

**24h** EMERGENCY  
REPAIR SERVICE

All Type Of Air Conditioner Repair / Service  
& Maintenance

All Type of AC – AMC & CMC  
Under Comprehensive Contract

The Highest Quality Professional Repair & Services



# EXECUTIVE SUMMARY

## Business Overview

We are Ac service centeragra, a well-established business providing top-notch AC repair and installation services in Agra, Mathura, Firozabad, Aligarh, Noida, and Delhi NCR. With 11 dedicated employees, we cater to a diverse customer base that includes commercial spaces, residential areas, college's ,school,hospitals, hotels, restaurants, and rooftops. Our comprehensive range of services includes AC repair, all types of AC installation, AMC and CMC plans, emergency repair and troubleshooting services, and AC upgrade and replacement plans. We prioritize customer satisfaction and ensure prompt and reliable solutions for all AC-related needs.

### Strengths

- We offer a comprehensive range of AC solutions, from repair to installation, catering to all customer needs.
- We prioritize customer satisfaction by providing comprehensive maintenance plans, ensuring long-term relationships and repeat business.
- Our distribution channels include both online and physical locations, reaching a wide customer base in Agra, Mathura, Firozabad, Aligarh, Noida, U.P. West and Delhi NCR.
- We have a team of 11 skilled employees who are dedicated to delivering top-notch services and expertise to our customers.
- We have an existing business operational status, giving us a solid foundation to build upon and expand our services.

### Opportunities

- Expanding our services to neighboring cities and regions beyond our current customer base can significantly increase our market share and revenue.
- Partnering with real estate developers to provide AC installation services for new residential and commercial projects can open up a new revenue stream for our business.
- Capitalizing on the growing trend of smart home technology by offering smart AC installation and maintenance services can position us as a leader in the industry.



### Threats

One potential threat is the increasing competition in the AC service industry, which can lead to price wars and margin pressures. We can counter this by focussing on our unique value proposition and quality of service to retain loyal customers.



### Happiness by Smart Savings

With all functional parts charges and labour Costs waved, you get extreme saving on your Repair bills

### Happiness By Smart Assistance

We offer a team of trained Engineers to take Care of your products and genuine spare Parts, if replacement is required

### Happiness By Smart Summon

Just in case there's trouble, all you need to do is call our customer support AC Service center number

### AMC /CMC Services

It is good idea to have checked your system before the cooling seasons by one of your maintenance expects. As your system continues to run, Small problem can become bigger problem. AC Service Center Air-Conditioner Service Offer Preventive maintenance and service Agreements for residential and commercial.

## COMPLETE AIR-CONDITIONING SOLUTIONS

### All Type of Air-Conditioning Services & Maintenances under AMC & CMC comprehensive Contract

#### To provide the highest quality professional service possible.

Our Commitment to service excellence extends to our Customer Assistance Center personnel as well. Pride ourselves on offering customer service unparalleled in the industry. Our staff is both knowledgeable and helpful. PROMPT and ON TIME is our scheduling focus and goal. we recognize the value of our Customers time, and have created scheduling windows to help better service our customers' hectic lives.

#### Our business continues to grow due to the loyalty and referrals of our satisfied customers

**AC Services Center** is the fastest growing company in agra. that offers one point solutions whichrender the finest Finish for every creation, whether commercial or residential. Our company undertakes supplying. Installation and maintenance contracts for all types of Air Conditioners, including Central AC, VRV & VRF Ductable Unit Etc. Split Units and Window Air Conditioners. We understand all your Requirements and we work accordingly To get the best result within the specified time frame.

#### Budget Annual Maintenance Contract PLAN Start at 699/ per ton

- A 2 maintenance services using power jet
- B Emergency breakdown support for any issue with AC
- C If you opt for the air conditioner annual maintenance contract (AMC) priced at Rs.699/- rupees, Additional charges may apply forGas ,Compressor, PCB or other all parts .



# ANNUAL MAINTANANCE CONTRACT.

## Amc plan – 1899/- per ton

This Annual Maintenance Contract (AMC) is entered between AC Service Center Agra (INDIA) and the customer as specified on the AMC invoice/receipt this AMC is entered for the maintenance of the Air Conditioner (Product) and shall be valid for the period as mentioned on the AMC invoice duly signed by Service Center Agra .Authorized service Representative and shall be effective from the period as mentioned on the AMC invoice (Effective Date) Under this AMC, AC Service Center shall Provide replacement of functional parts, consumables and periodical services for the product as applicable, subject to terms and conditions mentioned hereinafter

## All Type Of Air Conditioner AMC & CMC (Comprehensive) Contract

AMC: 2nd Annual Maintenance Contract Plan

AMC contract include one year and four time services & complaint,  
AMC Includes

- 1 Four routine services
2. Immediate attendance of breakdown, if any.
3. PCB Repair only
4. Gas Filling
5. Capacitor
6. Motors
7. Reactors
8. Transfomer
9. Magnetic switch
10. Compressor

### Extra Charges Excludes:

- 1 Plastic Items
- 2 Air Filter
- 3 Sheet Metal Parts
- 4 Condenser coil & Evaporator Coils
- 5 Remote Control
- 6 Voltage Stabilizers & Scanners
- 7 Circuit breaker
- 8 Thermocol Parts
- 9 Compressor
10. PCB ( If the PCB has been burnt, short circuited, or previously Repair it won't be covered under the AMC

## CMC: Comprehensive Maintenance Contract Plan

**CMC PLAN** - % price of device value 8.5 %

CMC contract include one year warranty for Air-Conditioner, electric part, Gas charging & compressor  
With four services.

### Comprehensive Maintenance Contract Includes

- 1 Four routine services
- 2 Immediate attendance of breakdown, if any
- 3 Refrigerant gas charging, if necessary
- 4 Following spare parts shall be replaced/repair free of Cost in case of any breakdown during CMC period
- 5 Compressor
- 6 Fan motor
- 7 P.C.B., Condenser & Evaporator Coil
- 8 Capacitor
- 9 Indoor, Motors
10. Reactors
11. Transfomer
12. Magnetic Switch

If Any Damaged or Plastic Parts or Electrical Components are not covered in the CMC,  
Those parts will incur additional charges

### Extra Chargeable Excludes

- 1 Plastic Items
- 2 Air Filter
- 3 Sheet Metal Part
- 4 Voltage Stabilizers & Scanners
- 5 Circuit Breaker
- 6 Thermocol Part
- 7 Remote Control

## Our Valuable Service :-

- 01 Immediately Response at short notice.
- 02 Annually 4.. Services on quarterly basis, that we remind you on call
- 03 We also provide service to the Split/ Window / Ductable& Cassette AC according to the site visit and AMC & CMC Contract as per
- 04 If AC is not in the working condition we do repair and undertake it in AMC/CMC contract
- 05 we also do air condition removal and installation activity.
- 06 We also undertake all kind of AC (Working Condition) in AMC/CMC Contract
- 07 Any time complaint notice
- 08 Immediate response within 2 -6 hrs



## 1. Scope of work

We shall check and render preventive maintenance service to all the equipment every Quarter i.e. Four times in a year during the currency of the contract. we shall also attend / arrange to attend all normal break-downs.

### Each service will include the following:

- I. Checking the functioning of AC.
- II. Repairing of equipment at site / service station as the case may be.
- III. Chemical cleaning of condenser coils based on our assessment and working parameters of the plant.
- IV. Repairing of refrigerant leakage in condenser coils, leak testing with N2/Air-Presser & leak replenishing refrigerant charging
- V. Replenishing refrigerant gas and compressor oil in the system arising out of system defect.
- VI. Annual pumping-down and restarting as and when required.
- VII. Replacing of parts due to normal wear and tear.
- VIII. Servicing of indoor units includes: coils cleaning, Air blower, fixing of wiring filter cleaning periodically every week etc.
- IX. Repairing or replacing of condenser fan motors or blades.
- X. Taking care or cleaning of surroundings.
- XI. Maintaining log book or service reports of performance of ac units

### AC Service Center:-

We, AC Service Center Agra Are The Leading AC Service Centre For All Type of AC Services & Maintenance. Under AMC & CMC comprehensive contract.

### AC Repair & Maintenance service.

We are providing AC Repair & Maintenance Service. Our service is rendered by our team of service engineers.

They ensure that the service delivered are flawless and meet the satisfaction levels of the clients. Additionally, we deliver these service at most competitive prices. AC Service Center Agra Fulfils queries for the entire western Uttar Pradesh, and we provide services across the entire UP West region.

## Terms & Condition

1. The AC Service Center Agra's Annual Maintenance Contract (hereinafter referred to as AMC) is an Optional Service Contract. to cover product(s) under the AMC for ensuring working condition. This AMC is offered by AC Service Center Agra who is a service provider to AC Service Center to the purchase
2. This AMC is offered to the customers who are residing within the municipal limits of the city/town of the company's authorized service center. However, customers residing outside the municipal limits of the city/town of our service center can also opt for this AMC, but in this case, the service will be undertaken only as per journey cycle of service engineer to that location. incase of gas charging & compressor replacement, the customer will have to bring the set at his own expense to the service center or transportation charges are to be paid by customer if service is requested by customer at home in case of gas charging & compressor replacement.
- 3 AMC will be offered to the customer only after inspection of the set & ensuring that the set is in the working condition. however, if set is outside warranty & not in working condition, then the set will be repaired on chargeable basis first & then AMC can be taken/issued to customer.
- 4 AMC shall be valid for a period as mentioned in the work order from, or the CMI invoice, duly signed by CMI representative
- 5 Acceptance/Renewal of AMC after expiry of the AMC shall be at the discretion of the company
- 6 The company shall be under no obligation to provide repair/service under AMC if the set is not working because of improper use, unauthorized alteration, modification or substitution of any part or serial number of the machine is altered, defaced or removed, abnormal voltage fluctuation, rate bite, negligence on part of customer, acts of god like floods, lightening, earthquakes etc...or causes other than ordinary use. if our service are required as a result of the causes stated above, such service shall be at extra charges as per company price list .
- 7 While all effort shall be made to give preferential attention to emergency breakdown of the product, the company shall not be held responsible for any loss arising due to delay in service.
- 8 AMC covers only operational parts. Operational parts are only

those component parts that are critical to the performance of the product's essential function. Plastic & Rubber Part, Lamp Interconnecting Cable, Rubber Pads for Remote Control, interconnecting Copper Tubes, aesthetic parts stabilizer are not covered under this AMC. Un-installation & reinstallation is also not covered under AMC in case of change of location of product.

9. The Company's Authorized Service Partner / Engineer will only be authorized to perform Service under this MC for all covered product (s). Customer will have to register his complaint at service center number mentioned in this form.

10. Service will be provided during the normal business hours on working days of the Service provider. Customer is requested to ensure that engineer who is attending/visiting for complaint, shall carry his ID for identification.

11. All faulty parts which are covered under AMC shall be replaced with compatible working parts & replaced parts must be handed over to the Authorized Service personnel. 12. In case the customer wants to cancel the AMC before the completion of the AMC period, there shall be no refund of the charges for unexpired period, however the purchaser may transfer AMC if location of the product is changed within the service network of CMI in any state, only in condition that the un-installation & re-installation of the product is changed from one place to another place is done by authorized personnel of CMI only, therefore, customer has to register his request at call center of cmi to change of location. cmi authorized service center will carry out un-installation & reinstallation on chargeable basis & thereafter, the AMC will continue for unexpired period.

13. During AMC incase where the set cannot be repaired at the location of the customer & is required to be repaired at service center s then Transportation charge will be borne by customer.

14. All payments are to be made in advance along with AMC work order from.

15. All disputes are subject to U.P West.

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